



Last Updated: 03/09/2022

Coverage of Medicaid Fee-for-Service Compound Drugs — Effective October 1, 2011

The purpose of this memorandum is to inform providers that DMAS will begin paying for the active pharmaceutical ingredients and the excipients of medically necessary compounded prescriptions for members enrolled in the Medicaid Fee-For-Service Program, effective October 1, 2011.

Coverage for Active Pharmaceutical Ingredients and Excipients in Compound Drugs

As referenced in its June 1, 2011 memorandum, DMAS has implemented systems changes that will allow pharmacists to submit compounded drug claims through the Point of Sale (POS) claims system. Under this process, DMAS covers selected non-rebateable active pharmaceutical ingredients and excipients used in compounded prescriptions under the following conditions:

1. a commercially available product is not a therapeutic option for the patient, or
2. a commercially available product does not exist in the same combination of active ingredients in the same strengths as the compounded prescription, or
3. a commercially available product cannot be used in place of the active pharmaceutical ingredients in the compounded prescription.

Pharmacists should submit claims for compounded prescriptions electronically using the POS system. Additionally, compounded claims can be submitted to DMAS on paper using the Pharmacy Compound Prescription Claim Form (DMAS-174), which can be obtained from Commonwealth Martin at 804- 780-0076. A copy of this form can be found in Chapter 5 of the Pharmacy Provider Manual. Please refer to the DMAS Pharmacy Provider Manual for specific billing instructions.

This policy does not apply to Medicaid Contracted Managed Care Organizations (MCOs), which have their own policies and procedures relating to compound prescriptions.



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Pharmacy Call Center Information

Useful Telephone Numbers For Medicaid Participating Pharmacies	Telephone Number(s)	Information Provided
Pharmacy Call Center	1-800-774-8481	Pharmacy claims processing questions, including transmission errors, claims reversals, etc., the generic drug program, problems associated with generic drugs priced as brand drugs, obsolete date issues, determination if drug is eligible for Federal rebate
Preferred Drug List (PDL) & Service Authorization Call Center	1-800-932-6648	Questions regarding the PDL program, service authorization requests for non- preferred drugs, service authorization requests for drugs subject to prospective DUR edits
Maximum Allowable Cost (MAC) & Specialty Maximum Allowable Cost (SMAC) Call Center	1-866-312-8467	Billing disputes and general information regarding multi-source drugs subject to the MAC program, and billing disputes and general information related specialty drugs subject to the SMAC Program
Provider Helpline	1-800-552-8627 In state long distance: 1-804-552-8627	All other questions concerning general Medicaid policies and procedures
MediCall	1-800-884-9730 or 1-800-772-9996	Automated Voice Response System for Verifying Medicaid Eligibility



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<https://dmas.virginia.gov>

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Medicaid Managed Care Organization (MCO) Information	Amerigroup 1-800-600-4441 Anthem 1800-901-0020 CareNet 1-800-279-1878 Optima 1-800-881-2166 VA Premier 1-800-828-7989	Questions relating to Medicaid Members enrolled in Medicaid Managed Care Plans
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VIRGINIA MEDICAID WEB PORTAL

DMAS offers a web-based Internet option to access information regarding Medicaid or FAMIS member eligibility, claims status, check status, service limits, service authorizations, and electronic copies of remittance advices. Providers must register through the Virginia Medicaid Web Portal in order to access this information. The Virginia Medicaid Web Portal can be accessed by going to: www.virginiamedicaid.dmas.virginia.gov. If you have any questions regarding the Virginia Medicaid Web Portal, please contact the ACS Web Portal Support Helpdesk, toll free, at 1-866-352-0496 from 8:00 A.M. to 5:00 P.M. Monday through Friday, except holidays. The MediCall audio response system provides similar information and can be accessed by calling 1- 800-884-9730 or 1-800-772-9996. Both options are available at no cost to the provider.

"HELPLINE"

The "HELPLINE" is available to answer questions Monday through Friday from 8:00 a.m. to 5:00 p.m., except on holidays. The "HELPLINE" numbers are:

1-804-786-6273	Richmond area and out-of-state long distance
1-800-552-8627	All other areas (in-state, toll-free long distance)

Please remember that the "HELPLINE" is for provider use only. Please have your Medicaid Provider Identification Number available when you call.